



Section 4

Ongoing Case Processing

Review of Closed Cases



Chicago, Illinois (Southeast Local Office) - Contact: Denise White, Local Office Administrator, Illinois Department of Human Services, Southeast Local Office, 8001 S. Cottage Grove, Chicago, Illinois 60617.

In order to ensure that no food stamp case is automatically denied or canceled when TANF is denied or canceled, the supervisory staff in this office review reports of closed TANF cases twice a month to ensure that a separate food stamp determination was made by the worker and food stamps continued, if eligible. This process is a double check to ensure that food stamps are not automatically denied or canceled when TANF is denied or canceled.

This procedure has helped to identify sooner those applicants and recipients who were incorrectly denied or terminated from receiving food stamps and helps to ensure that benefits are being restored in a more timely manner.

In-House Review Team



Chicago, Illinois (South Suburban) – Contact: Linda Shumate, Local Office Administrator, Illinois Department of Human Services, South Suburban Local Office, 14820 S. Kedzie Avenue, Midlothian, Illinois, 60445.

An In House Review Team reviews negative cases for all programs to ensure that cases were properly denied or canceled. The team randomly conducts reviews of cases and provides a double check to ensure that the negative action taken by the worker was correct. Therefore, applicants and

recipients who were incorrectly denied or terminated for food stamps are being identified sooner and benefits are being restored in a timely manner.

The United States Department of Agriculture (USDA) prohibits discrimination in its programs on the basis of race, color, national origin, sex, religion, age, disability, political beliefs, and marital or familial status. (Not all prohibited bases apply to all programs.)

Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at:(202) 720-2600 (voice and TDD).

To file a complaint, write the Secretary of Agriculture,
U.S. Department of Agriculture, Washington, DC, 20250
USDA is an equal employment opportunity employer.